**KIRKLANDS SURGERY – PATIENT REFERENCE GROUP REPORT OF PROGRESS TO DATE (Year end 2015/16)**

Dear Patient

The recruitment of our PPG is ongoing; listed below is our group profile for the year 12/13.

The PRG Group profile:

**Age** **Male/Female** **Ethnicity**

15-25 2 Female British White

35-44 3 Females 1 Male British White

45-54 2 Females British White

55-64 2 Females British White

65-74 1 Male British White

75-85 2 Females 2 Males British White

Kirklands Surgery Patient capitation figure as at 01.09.2016

0-65 Male 3488 Female 3468 Total 6956

66-75 Male 317 Female 361 Total 678

76+ Male 221 Female 307 Total 528

Total Male 4026 Female 4136 Total 8162

Kirklands refurbishments which have been carried this year. Handrail on the stairwell, redecoration of upstairs waiting area with washable flooring, redecoration of upstairs triage room which can also be used as a treatment room for better access, updated Dr Nazari’s room and replaced the flooring with washable surface; this can now be used as a treatment room for disabled access. Hall, stairs and landing redecorated.

Kirklands has been using the TPP system for some time. We have had a few minor problems but Kirklands feels it has worked well for them. All patients can request online access for appointment booking, prescription requests, and from the 1st April access to records. Kirklands uses the text reminders for all patients’ appointments which have helped reduce the DNA rates. The EPS prescription system has now been working for some time and this has been working extremely well, we had a few teething a problem with a few of the pharmacy’s but this seems to have sorted itself out over time.

Kirklands has employed a new Triage Nurse, Ann Borton, who will be Monday to Friday 8.30am to 12.30 am. Dr Jan Tate is now working at Kirklands for four sessions a week; these are Tuesday and Thursday all day, therefore increasing the amount of GP appointments.

Dr Foley is about to retire at the end of September 2016 after working at Kirklands for more than 34 years. Kirklands will be looking to replace Dr Foley with another partner and will be recruiting over the next few months.

Kirklands informed the group about what is happening locally in Portsmouth. Many practices are merging. This is something that Kirklands would not want to do unless it was forced upon us, Kirklands would be looking into the option of sharing services with other likeminded practices, services such as Physiotherapy and Mental Health. There are many changes on the horizon in general practice but Kirklands would like to remain independent for as long as possible without any detrimental effect on the patient care which is provided.

A patient survey will be taking place during the summer months, asking patients about how they would like to see the future of Kirklands and their patient care.

**Practice opening times:**

Monday 8.30am – 6.30pm

Tuesday 8.30am – 6.30pm

Wednesday 8.30am – 6.30pm

Thursday 8.30am – 6.30pm

Friday 8.30am – 6.30pm

**Telephone contact**: 

**Routine**

Monday to Friday - 8.30am - 12.00pm - 2.00pm-5.30pm

**Emergency**

Monday to Friday - 8.00am -8.30am - 12.00pm-2.00pm

5.30pm - 6.30pm

Results between 2.00pm - 5.30pm



**Appointment times:**

**Extended Hours**

Monday 6.30pm - 7.00pm

Tuesday 7.30am - 8.00am

6.30pm - 7.00pm

**Appointment times:**

**Routine**

Monday to Friday 9.00am - 12.15pm - 4.00pm - 6.15pm

Emergency appointments are available every morning.

Please telephone between 8.30am - 11.00am

**Clinics**: 

**Antenatal**

Tuesday and Wednesdays – GP lead clinics 2.00pm - 3.00pm

Thursday – Midwife lead clinic – 1.30pm - 3.45pm

**Baby Immunisation Clinic:** 

Tuesday – 10.30am - 12.15pm – Friday – 1pm - 3pm

**Stop Smoking Adviser:** MC900290958[1]

Thursday 1.30pm – 4.00pm (booked appointments only)

Thank you for all your help and support to Kirklands surgery.